

IN THE CLAIMS

Please delete claims 1 - 60.

61. (original) The integrated and secure method for conducting business over the public Internet by enabling a customer of an enterprise communications network to command and control the customer's switched communications connections within the network over the public Internet and to monitor the results in near real time over the public Internet, said system comprising:

(a) enabling interactive communications between said system and said customer over the public Internet with an object oriented protocol invoked from within said customer's web browser, said protocol supporting customer identification, authentication and a determination of network entitlements for the customer;

(b) managing a plurality of customer sessions over the public Internet with a secure web server, said secure web server providing session encryption and management of the customer's session, said session management including the steps of identifying, validating, and determining the customer's entitlements within the network;

(c) communicating with a plurality of system resources through dispatch server, said dispatch server communicating with said secure web server and providing verification of system access and proxy generation for said interactive communications after said customer's entitlements have been verified;

(d) managing a plurality of enterprise system resources for the customer, said resources including a toll free network manager which manages the routing of the customer's toll free voice traffic over the communications network, and a real time monitor which provides near real time monitoring of network traffic;

(e) converting a customer request to modify a routing plan to a proxy request for said toll free network manager and providing near real time monitoring of the customer's voice traffic to enable the customer to manage the communications network resources provided by the enterprise to the customer in near real time.

62. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 61, wherein said method further includes entering customer orders through a single order entry point of authorization to enable the customer to identify and authenticate a plurality of users, with each user having distinct toll free call routing entitlements, and to modify said entitlements from said single point of customer identification and authentication.

63. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 62, wherein said method further includes enabling payment with an E-Billing application, said order entry and E-Billing applications responsive to proxy requests from said dispatch server to enable the customer to manage and pay for the communications network services provided by the enterprise.
64. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 61, wherein said method further includes the step of generating historical reports of data relating to calls by customers users on said communications network with a client view application.
65. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 61, wherein said method includes the step of generating electronic invoices and electronically transmitting funds to pay for pre-selected customer user calls.
66. (original) The integrated and secure method for conducting business over the public Internet which enables a customer of an enterprise communications network to modify the customer's business relationship with the enterprise over the public Internet and to add, delete and modify services provided by the enterprise communications network to the customer, said method comprising:
- (a) enabling encrypted interactive communications between said system and said customer over the public Internet with an object oriented protocol, said protocol invoked within said customers web browser to support encryption, customer identification, authentication and network entitlements;
 - (b) managing secure customer sessions over the public Internet with at least one secure web server, said secure server providing session management for the customer connection, said session management including customer identification, validation, entitlements and encryption;
 - (c) communicating with said secure web server and a plurality of system resources with at least one dispatch server, said dispatch server providing verification of system access and proxy generation for said interactive communications after said customer's entitlements have been verified; and
 - (d) providing a plurality of system resources for the customer, said plurality including an order entry application which enables the customer to add, delete and modify services provided by the communications network to the customer, and to identify and authenticate a plurality of users with distinct call entitlements, and to modify said entitlements from a single point of customer identification and authentication.

67. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 66, wherein said method further comprises the step of enabling electronic payment for said plurality of system resources with an E-Billing application, said order entry and E-Billing applications responsive to proxy requests from said dispatch server to enable the customer to electronically manage and pay for the communications network services provided by the enterprise.
68. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 66, wherein said method further includes the step of generating historical reports of data relating to calls by customers users on said communications network with a client view application.
69. (original) The integrated and secure system for conducting business over the public Internet as claimed in Claim 66, wherein said method further includes the steps of generating invoices and enabling electronic payment for pre-selected customer user calls over the public Internet.
70. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 66, wherein said method further includes the step of providing a toll free network manager application as one of said plurality of system resources to enable the customer to change toll free routing entitlements from said single point of customer identification and authentication.
71. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 66, wherein said method further includes the step of providing managing calls to a call center with a call center manager application as one of said plurality of system resources, and said order entry application enabling a customer to identify and authenticate a plurality of users with distinct call center routing entitlements, and to modify said call center routing entitlements from said single point of customer identification and authentication.
72. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 66, wherein said method further includes the step of providing an event monitor application as one of said plurality of system resources.
73. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 72, wherein said method further includes the step of reporting on data communications connections with a broadband view application.

74. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 66, wherein said method further includes the step of managing trouble tickets generated with respect to said customers communications connections with a service inquiry application, and said order entry application providing modification of user entitlements with respect to said trouble tickets from said single point of customer identification and authentication.
75. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 66, wherein said method further includes the step of monitoring communications traffic utilized by the customer with a real time monitor application as one of said plurality of system resources.
76. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 66, wherein said method further includes the step of generating historical reports of data relating to calls by customers users on said communications network with a client view application.
77. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 76, wherein said method further includes the step of generating invoices for said calls with a priced reporting application and enabling electronic fund transfers with f or payment of said calls with an E-Billing application.
78. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 66, wherein said method includes the steps of providing a plurality of applications for the command and control of the customer's communications traffic over the enterprise communications network, and viewing said communications traffic with a reporting application.
79. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 78, wherein said customer's communications traffic further includes switched voice traffic and a network manager application is provided for said command and control step.
80. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 79, wherein said switched voice traffic further includes switched toll free voice traffic and said network manager includes a toll free network manager application to command and control the routing of said switched voice traffic.

81. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 79, wherein said switched voice traffic further includes switched call center voice traffic and said network manager includes a call manager application to command and control the routing of said switched voice traffic between call centers.

82. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 79, wherein said switched voice traffic further includes switched toll voice traffic and said network manager includes an outbound network manager to command and control said switched toll traffic.

83. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 78, wherein said customer's communications traffic further includes switched data communications and said method includes the step of viewing data representative of said switched data communications.

84. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 78, wherein said customer's communications traffic further includes switched voice traffic and said method further includes generating reports on the switched voice traffic with a report generator application.

85. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 84, wherein said step of generating reports on the switched voice traffic in said network traffic includes a real time reporter for generating reports on said network traffic in near real time.

86. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 84, wherein said step of generating reports on the switched voice traffic in said network traffic includes a reporter for generating history reports on said switched voice traffic occurring during preselected periods of time.

87. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 84, wherein said step of generating reports on the switched voice communications in said network traffic includes a report manager application for enabling a customer to

generate reports for a plurality of switched voice traffic applications and the step of storing aid report with an in-box manager application which communicates the reports to the customer.

88. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 84, wherein said step of generating reports on the switched voice traffic in said network traffic includes a priced call application for enabling a customer to generate priced reports and invoices for a plurality of switched voice traffic applications.

89. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 83, wherein said step of viewing said switched data communications is conducted with a broadband view application which generates reports on data relating to the switched data communications.

90. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 89, wherein said method further includes storing and forwarding reports to the customer on data relating to the customer's switched data communications with an in-box application.

91. (original) The integrated and secure method for conducting business over the public Internet as claimed in Claim 90, wherein said viewing step includes storing and forwarding reports on alarm reports generated with respect to the customer's switched data communications with an event monitor application.

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